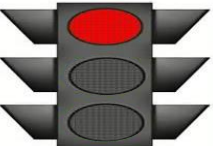



# % Industrial Permits Issued After 15 Days (Multi Agency) Develop Louisville

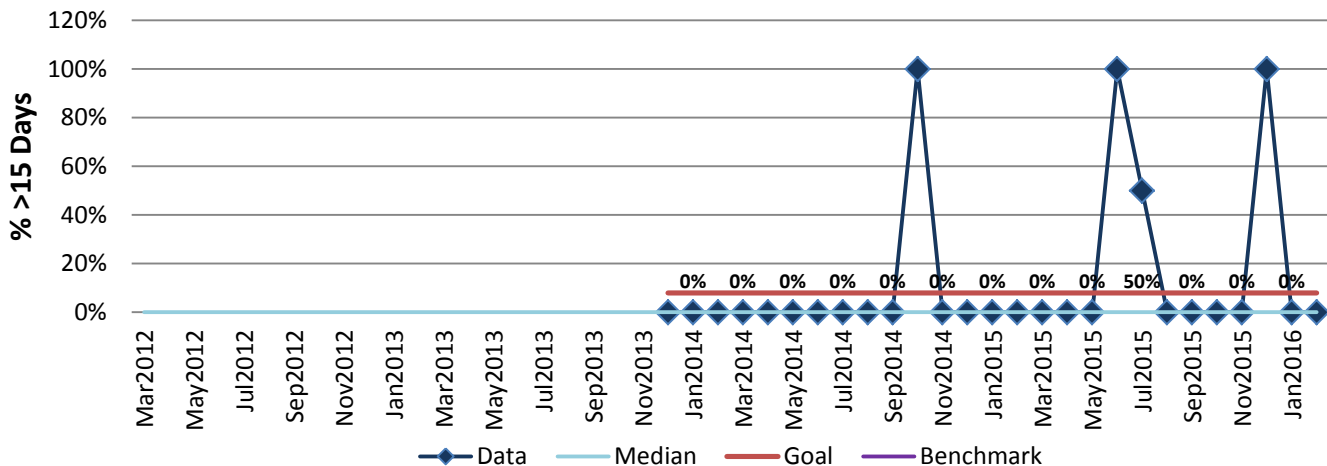
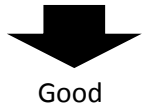


KPI Owner: David Marchal

Process: Permit Review

Baseline, Goal, & Benchmark		Source Summary	Continuous Improvement Summary		
Baseline: 8.33% (Dec, 2013 - Nov, 2014)		Data Source: Hansen	Plan-Do-Check-Act Step 3: Determine and quantify root causes		
Goal: Reduce defect rate from baseline of 8.33% to 7.91% (5% decrease)		Goal Source: Construction Rev. Mgr.	Measurement Method: Percent of Industrial permits issued, by month, with a turnaround time (intake through issuance) of greater than 15 days		
Benchmark: TBD		Benchmark Source: N/A	Why Measure: Monitor turnaround time relative to customer expectations		
			Next Improvement Step: Develop Louisville will analyze reasons for extended review periods		
How Are We Doing?					
Mar2015-Feb2016 12 Month Goal	Mar2015-Feb2016 12 Month Actual		Feb2016 Goal	Feb2016 Actual	
7.91%	20.83%		7.91%	0.00%	
% >15 Days	% >15 Days		% >15 Days	% >15 Days	

## % Industrial Permits Issued After 15 Days (Multi Agency)



The seven basic quality tools, "5 Whys" technique, brainstorming and other methods will be applied to the measure graphed above. The purposed of using the tools/methods is to understand what makes performance less than desirable if performance is not best in class.